

W-02197A-13-0115  
W-02197A-12-0410

ORIGINAL



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 2013 AUG -2 P 12: 52

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111484

Date: 7/1/2013 Arizona Corporation Commission

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

DOCKETED

AUG - 2 2013

First:

Last:

Complaint By: Rose

Eitemiller

Account Name: Rose Eitemiller Community Coalition of Dewey-

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Humboldt

CBR:

State: AZ Zip: 86329

is: Cellular

Utility Company: Humboldt Water Systems, Inc

Division: Water

Contact Name: Paul Juhl

Contact Phone:

Nature of Complaint:

6/28/13

From: Rose Eitemiller

Sent: Friday, June 28, 2013 8:18 AM

To: Utilities Div - Mailbox

Subject: Humboldt Water System Rate Increase

My name is Rose Eitemiller. I am a community advocate for the citizens of Dewey-Humboldt. I am sending this email to protest the Humboldt Water System rate increase for the following reasons:

1. Tim Kylo owns HWS, Mayer and Spring Valley Water Systems. He has repeatedly been given Notices of Violations for HWS for failiure to comply with ADEQ and EPA standards.

- A. Exceeding Arsenic Levels over the EPA standard of 10 mcls.
- B. Nitrate contaminants.
- C. Unauthorized mixing of two well heads in order to decrease the Arsenic contaminant level.
- D. Continued failure to inform HWS customers of said contaminants.

2. Mr. Kylo has failed to update or upgrade the water infrastructure to the point that water lines and pumps fail, or break leaving customers without water for hours several times throughout the year for the last 9 years that I have lived in Humboldt. And as of recent, June 9, 2013, a pump failure left HWS customers without water for two ore more days and when pump was prepared, water trickled at best for those furthest from the pump. This lasted for approximately one week. Leaving some customers limited use of water for daily routines.

3. Mr. Kylo has been made aware of grants that are available to him in order to maintain and upgrade the HWS infrastructure, but chooses to place the financial responsibility to his customers, whom he has knowingly poisoned, and knowingly allowed a failing infrastructure to continue putting the community without water, and at a health risk due to his negligence, and in my opinion, lack of compassion for the community members he serves.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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4. While I cannot definitively say HWS has contaminated my son, my son's Inorganic Arsenic levels are high in his urine, and are extremely high in his nails as per the testing of the U of A Metals Exposure Study in Homes (MESH) in June of 2012. As most of us know, in order for a body to have high levels of Organic or Inorganic Arsenic it must be ingested over time. Mr. Kylo's lack of due diligence to comply with EPA standards has allowed for community members, like my son, to be exposed to Arsenic.

I am asking on behalf of myself, my son, and my community, DO NOT ALLOW Mr. Kylo to continue to harm his customers by making them pay a higher rate for his mistakes, and lack of compliance and compassion.

Thank you,

Rose Eitemiller CEO  
Community Coalition of Dewey-Humboldt

Humboldt, Arizona 86329

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Al Amezcua  
Sent: Monday, July 01, 2013 1:22 PM  
To: [REDACTED]  
Cc: Al Amezcua  
Subject: Humboldt Water System Rate Increase

Dear Ms. Eitemiller:

Your email regarding the Humboldt Water Systems, Inc ("Humboldt") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Humboldt application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff has also filed an informal complaint against Humboldt to have them address your concerns in writing. I will follow up once I have received their response.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

W-02197A-13-0115

Alfonso Amezcua  
1200 W Washington St

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